

The Town of Happy Valley – Goose Bay

Municipal Emergency Management Plan

*This version was adopted by council on
April 26, 2022*

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Section 1: Municipal Emergency Management Plan (MEMP)

Reviews and Amendments

The Municipality of Happy Valley – Goose Bay Municipal Emergency Management Plan will be maintained by the Emergency Planning Committee and the Director of Protective Services. It is the responsibility of the Municipality to review this Plan every 3 years and any supplement document(s) yearly to ensure the information is correct and, where necessary, amended by a meeting(s) of the Emergency Planning Committee.

Every 3 years, once a review of the MEMP has taken place and necessary amendments have been complete, the document will once again have to be approved in principal by the council and a copy of the MEMP must be submitted to the Regional Emergency Management and Planning Officer for Director Approval. Once the MEMP is approved by the Director it will have to be adopted by the council and a copy of the fully signed plan must be sent to the Regional Emergency Management and Planning Officer.

Annually, when the supplement document has been reviewed and updated, a copy must be submitted to the Regional Emergency Management and Planning Officer. The supplement document(s) do not require Director Approval as they contain contact and resource information.

If this MEMP is not maintained in accordance to the above noted guidelines then this MEMP will be considered out of date and will no longer meet the Approval of the Director of Emergency Services.

MEMP History Log

Date of Review (mm/dd/yr)	Date Adopted by Council (mm/dd/yr)	Copy submitted to Emergency Services by
01/24/2022		

Municipality of: Happy Valley – Goose Bay Municipal Emergency Management Plan

Forward

This Municipal Emergency Management Plan describes the basic procedures to use, and the responsibilities of the various people, agencies and departments in the event of an emergency. It is to be used during any emergency that occurs within the Municipality of Happy Valley – Goose Bay and meets the requirements of Section 5 of the *Emergency Service Act*.

After each exercise and/or activation of the Emergency Management Plan, these procedures will be evaluated to determine areas requiring improvement. One way to do this is to conduct a debriefing after each activation or exercise of the MEMP to determine what amendments may be required in your emergency management plan. Amendments must be made as required and in accordance with Section 5(6) and (7) of the *Emergency Services Act*.

Municipality of: Happy Valley – Goose Bay Municipal Emergency Management Plan

General

The Municipality of Happy Valley – Goose Bay acknowledges its responsibility for emergencies or disasters, which could threaten the health, safety and/or wellbeing of persons and the protection of property and the environment.

Purpose

The purpose of this emergency management plan is to clearly establish the line of authority, responsibilities for all concerned during the management of an emergency or disaster in Happy Valley – Goose Bay, and to avoid misunderstanding and conflicts, which could result when various organizations are involved at the same time. Coordination and co-operation is the goal of the Municipality of Happy Valley – Goose Bay Municipal Emergency Management Plan.

Definitions (as defined in the Emergency Services Act)

Municipality – means a Municipality under the *Municipalities Act, 1999*, the City of St. John's, the City of Mount Pearl and The City of Corner Brook and for the purpose of this *Act* includes local services districts and Inuit communities referred to in section 8.2 of the *Labrador Inuit Claims Agreement Act*.

Council - includes the council of a Municipality, a regional council, and local service district committee, a regional emergency management committee and an Inuit Community Council created under the Labrador Inuit Claims Agreement as defined in the Labrador Inuit Claims Agreement Act.

Emergency – means a real or anticipated event or an unforeseen combination of circumstances, which necessitates the immediate action, or prompt coordination of action as declared or renewed by the Lieutenant – Governor in Council, the minister, a regional emergency management committee or a council.

Disaster - Essentially a social phenomenon that results when a hazard intersects with a vulnerable community in a way that exceeds or overwhelms the community's ability to cope and may cause serious harm to the safety, health, welfare, property or environment of people; may be triggered by a naturally occurring phenomenon which has its origins within the geophysical or biological environment or by human action or error, whether malicious or unintentional, including technological failures, accidents and terrorist acts.

Municipal Emergency Management Plan – a written and approved plan that is intended to prepare for, respond to, mitigate the effects of and recover from an emergency and to provide for the health, safety, and well-being of persons and the protection of property and the environment. This plan is to be undertaken by the Municipality and or region and authorized and prepare pursuant to Section 5 of the *Emergency Services Act*.

Implementation (The *Emergency Services Act*)

This Municipal Emergency Management Plan is developed in accordance with the legislative requirement in the *Emergency Service Act*. The following sections of the Act outline the roles of The Municipality of Happy Valley – Goose Bay in the development, adoption, activation, and implementation of the emergency management plan for the Municipality of Happy Valley – Goose Bay.

Section 5 of the *Emergency Services Act* states:

5. (1) The Council of every Municipality shall, within 3 years of this Act having come into force, adopt an emergency management plan.
- (2) An emergency management plan shall, before adoption by a Municipality, be submitted to the director for review, and a council shall make any changes required by the director so that the plan may be approved by the director before the plan is adopted by a council.
- (3) An emergency management plan may be developed by a committee of a council, or a council may, with the necessary changes, adopt the emergency management plan of a neighboring Municipality with the consent of the Municipality.
- (4) An emergency management plan which is adopted by a council under subsection (3) shall be submitted for the approval of the director

as required under this subsection as if it had been made by the council alone.

(5) An emergency management plan shall designate a person to supervise and control the management of the plan.

(6) Amendments to an emergency management plan shall be submitted to the director for approval before the amendments may be adopted by a council.

(7) An emergency management plan shall be reviewed by a council and a proposed change to the plan shall be submitted to the director for approval before it may be adopted by a council.

Section 6 of the *Emergency Service Act* states:

6. (1) where an emergency is declared by a Municipality, the emergency management plan adopted by the council of that Municipality shall be activated.

(2) An emergency which has been declared by a Municipality shall remain in force until it is rescinded by the Municipality.

(3) Nothing in this section prevents the minister from declaring a municipal emergency, whether a municipal emergency has been declared by a council or not, and the minister may, following the declaration of the emergency,

(a) authorize the director to implement the Municipality's emergency plan; or

(b) respond to the emergency in the manner the minister considers appropriate under section 9.

Section 7 of the *Emergency Service Act* states:

7. (1) Two or more councils may join together to form a regional emergency management committee for the purpose of developing a regional emergency management plan.

(2) A regional emergency management plan shall be approved by the director before a council adopts the plan and the requirements of section 5 apply as if the plan had been made by a council alone.

Section 8 of the *Emergency Service Act* states:

8. (1) Where an emergency is declared by a regional emergency management committee, the Mayor/Chairperson: of the committee shall declare the emergency for a region or part of the regional, and the regional emergency management plan adopted by the committee shall be activated for that region or part of the region as appropriate.

(2) An emergency which had been declared by a regional emergency management committee shall remain in force until it is rescinded by the committee.

(3) Nothing in this section prevent the minister from declaring a regional emergency in all or part of a region, whether a regional emergency has been declared by the regional emergency management committee or not, and the minister may, following the declaration of the emergency

(a) authorize the director to implement the regional emergency management plan; or

(b) respond to the emergency in the manner the minister considers appropriate under section 9.

Plan Alteration

Where Council asks the Director of Emergency Services to approve an amendment of a Plan adopted under section 5 of the *Emergency Services Act*, the Director shall approve the amendment before the Council adopts the amendment.

Authority

The powers and authority of Council or a Mayor/Chairperson in any emergency or disaster occurring within the boundaries of the Municipality of Happy Valley – Goose Bay is outlined in the *Municipalities Act*, 1999, relating to the establishment and administration of municipal government in the

province. Section 204 of this Act states that a declaration of a “State of Emergency” by Council, Chairperson or Mayor when any of the following circumstances exist in the Municipality:

1. A disaster of any kind;
2. A snowstorm or flood; and
3. A shortage of water.

When a “State of Emergency” has been declared under Section 204, the Council, Chairperson or Mayor may order, under Section 405 of the *Municipalities Act*, 1999, the following:

1. The closing of or the hours of operation of businesses and schools or a class of businesses and schools, in the Municipality;
2. The banning or controlling of public gatherings;
3. The evacuation of buildings;
4. The restriction or prohibition of the use of vehicles or a class of vehicles on the streets of the Municipality;
5. That children below a stated age or in certain age categories not be permitted on a public road, park or in a place of amusement during prescribed hours, whether alone or in the company of a parent, guardian, or other adult; and
6. The restriction or prohibition of the use of water.

The Municipality of Happy Valley – Goose Bay is responsible and will continue to be responsible for all emergency operations should an emergency, which involves the risk of loss of life or property, or which threatens the safety, welfare, or wellbeing of some or all of the residents of the Municipality, occur.

Involvement by Provincial Government:

Should implementation of these actions prove insufficient to control the emergency, assistance may be requested from the Provincial Government by contacting the **Emergency Services Division – Department of Justice and Public Safety, telephone (709) 729-3703 (24 hours)**.

Federal Government Assistance:

Should implementation of Provincial Government actions prove insufficient to control the emergency, the Provincial Government through the Emergency Services Division – Justice and Public Safety, may request Federal Government assistance.

Direction and Control – Committees and members

- a) The Municipality of Happy Valley – Goose Bay is directly responsible for the control of all emergency operations within the Municipality.
- b) The Emergency Management Coordinator is responsible to ensure any changes to the plan is communicated to council and other key stakeholders.
- c) An Emergency Management Coordinator and Emergency Management Committee appointed and approved by the Municipality will oversee, control and coordinate all emergency operation within the Municipality.
- d) **Executive Council members** (see supplement “A”)
 - Executive Council members are responsible for approving States of Emergency, Termination of Emergency, any Municipal costs that may be required for response and recovery, staffing, etc.
- e) **Emergency Operations Center (EOC) members** (see supplement “A”)
 - Emergency Operations Center members lead the emergency utilizing their expertise and training. Members are determined upon the type of emergency/disaster. Note: May be subject to change if the emergency involves more than one municipality, this would become a joint EOC.
- f) **Emergency Planning Committee members** (see supplement “A”)
 - The Emergency Planning Committee is responsible for assisting with the review of the Emergency Plan, table top/discussion based exercises, and full scale exercises. Members may be included from outside of Council and may include members from the community,

RCMP, Fire Dept, Regional Health Authority. Some Municipalities may have the same representatives for both section (e) and (f).

Concept of Operation

The Municipality of Happy Valley – Goose Bay will strengthen its coordination within its jurisdiction through the Emergency Operations Center (EOC). Problem solving, duty assignment, media relations and public announcements will be discussed and resolved by the members of the EOC. Emergency Management partners with a responsibility/mandate such as Police, Fire, Health, Dept. of Children, Seniors and Social Development, Dept. of Digital Government and Dept. of Service NL, etc. are required to advise the group on any matter associated with the emergency or disaster. They will be required to attend and sit as part of the Emergency Operations Center should their services be needed for the emergency.

From a practical sense, once formed, the Emergency Operations Center will continue to manage the emergency until it has ended.

Emergency Operations Centre (EOC)

The EOC will be located: Town Office Main Boardroom, 212 Hamilton River Road.

Alternate EOC will be located: Masonic Lodge, 377 Hamilton River Road.

1. **Back up Communications** – The Municipality will communicate by using Town of HVGB portable radios when telephone/internet systems are not functioning. There are base stations located in the town hall and public works building, radio's installed in town vehicles including all heavy equipment, and public works hand held radios.

2. **Telephone** – Six (6) dedicated phone lines in the EOC at the Town Office Boardroom, internet (wifi/hardline), Satellite Phone, 613-982-0852, Fax, 709-896-9454.

3. **Security/Access** – Security and access to the EOC will be restricted to those persons directly involved with the operation as approved by the EOC Manager.

The Municipality when warranted will assign the Security Coordinator, Municipal Enforcement Officer.

4. **Media Coordinator** – Members of the press will be accommodated at the Labrador North Chamber of Commerce Boardroom, 6 Hillcrest Road. The Mayor/Chairperson or his/her alternate will be the only people to provide news releases to the media.

5. **Parking** – The entrance/exit to the EOC location must be kept free of parked vehicles. Parking will be permitted for a limited number of vehicles in the Town Office parking lot at 212 Hamilton River Road. There will be overflow parking at the Kinsmen Park parking lot across the street from the Town Office.

Declaration and Termination of State of Emergency (SOE)

Declaration of an SOE

A Municipal Mayor/Chairperson, on the advice of the Emergency Operations Center, may declare a State of Emergency as per Section 6(municipal) or 8(regional) of the *Emergency Services Act*. Emergency Services Division-Justice and Public Safety, must be informed of these decisions as soon as possible.

Termination of an SOE

A Municipal Mayor/Chairperson on the advice of the Emergency Operations Center, may terminate a State of Emergency. Emergency Services Division-Justice and Public Safety, must be informed of these decisions as soon as possible.

Submission of Declaration and Termination Forms

A Municipal SOE is not to be fully recognized until the Emergency Services Division has been advised. Termination/Declaration forms must be complete and emailed or faxed to the Emergency Services Division using the contact information on the form. Once the form has been forwarded, the Municipality must inform ESD by calling the 24hr Emergency line at (709) 729-3703.

Section 2 – Roles and Responsibilities

Responsibilities of the Emergency Management Coordinator

1. Initiating the EOC fan out plan when so directed.
2. Advise council of any changes to operations and maintenance of the plan.
3. Ensure key positions are filled as required.
4. The overall coordination of emergency planning and response.
5. Act on behalf of the mayor/chairperson, council and committee, as instructed.
6. Request expert assistance as required.
7. Liaise with the various Municipal Depts as required.
8. Liaise with various Provincial Depts and Non-Governmental organizations as required.

Responsibilities of the Clerk, Assistant Clerk and Support Staff

1. Liaise with the Emergency Management Coordinator.
2. Clerical staff to support the Emergency Operations Centre Group.
3. Record decisions and recommendations and advice of same as directed.
4. Maintain a log of operations.
5. Issue of emergency passes to Emergency Operations Center Group

6. Organize the supply food for Emergency Operations Center Group and Municipal staff.
7. Maintain access to the Emergency Operations Center

Responsibilities of Public Works/Maintenance Employee(s)

1. Responsible for co-ordination of all works and services within Municipality
2. Implement emergency services, such as water supplies, pumping operations, cordoning areas, etc.

Responsibilities of the Fire Department

The Fire Chief or person designated by the fire chief, manager or Municipality has overall responsibility for the Fire Department. Duties during an emergency event may include:

1. Search for and rescue of trapped or injured persons within an impacted building or facility.
2. Provide fire protection/suppression at the level approved by the Municipality.
3. Provide medical response according to their training level and equipment, as approved by the Municipality.
4. Provide trained personnel and equipment to establish/assist with pumping operations.
5. Request mutual aid from mutual aid partners if response requires additional resources or the incident requires a response outside of the department's capabilities.

6. Respond to and take command at fires or other emergencies, and direct firefighting and other emergency activities, either personally or through subordinate officer's equipment and staff.
7. Request Regional Hazardous Materials Team through the Fire Service Division if a response at the Technician Level is required for a Dangerous Goods/Hazardous Materials incident by contacting the FES 24hr number (709)729-3703.
8. Liaise with CANUTEC (Canadian Transport Emergency Center) for information and assistance regarding the transportation of dangerous goods.

Responsibilities of Regional Hazardous Material (HazMat) Team

1. To provide Technician level Hazardous Material response throughout the province in accordance with the guidelines set in place by the AHJ (Authority Having Jurisdiction) (Fire Service Division).
2. Assist local Fire Department on Dangerous Goods/HazMat Incidents, which requires a **Technician Level** response. (Fire dept. should be capable of providing an Operations Level response or have a mutual aid agreement in place for this level of service).
3. Liaise with CANUTEC (Canadian Transport Emergency Center) for information and assistance regarding the transportation of dangerous goods.

Responsibilities of Police

1. Ensure public order and protection of private and public property.
2. Control traffic where required to facilitate the movement of emergency vehicles both in and out of the emergency area.
3. Alert persons endangered by the emergency and assist in the evacuation of building(s) or area(s).

4. Consult with the Medical Examiner's Office; assist in the identification of deceased persons and the notification of families (next of kin).
5. Implement Police standard operating procedures.

Responsibilities of Ground Search and Rescue (GSAR)

With authorization from the police, GSAR teams can:

1. Undertake a search and rescue response.
2. Provide emergency communication.
3. Assist in evacuation.
4. Assist with any other aspects of emergency response as authorized by police.

Responsibilities of Regional Health Authority (RHA)

Planning

1. Collaborate in the development of response plan as it relates to Public Health and Environmental health, mass casualty incidents and psychosocial emergencies in the community.
2. Provide contact information for use in planning and response initiatives.

Response

1. Upon request for assistance the Regional Health Authority will activate their appropriate emergency response plan(s). Should the Municipality activate an EOC, the RHA will assign a medical/health representative to report to the EOC if deemed necessary.
2. The nature and degree of response may vary depending on location. The coordinated response of medical and public health services and facilities within the Municipality or area may include but are not limited to:

- a) Medical services including triage, medical treatment at the emergency site, ambulance transportation, hospitalization, psychosocial support, morgue services, pharmaceutical and medical supplies
 - b) Public health measures including the collection, interpretation and dissemination of information to manage a public health response. All Public Health emergencies require immediate notification of the Chief Medical Officer of Health or designated authority. This includes infectious disease, sanitation, monitoring of food and water, and pest control.
3. Identify medical/health emergency telecommunication needs and assist in linking response provider, health facilities, and all EOC's and field operation sites.
 4. Depending on the nature of the event, communicate with the Department of Health and Community Services (DHCS).
 5. Monitor the need for more health assistance and resources that may be available in the local area or region and coordinate request for assistance from other RHA's or DHCS.

Responsibilities of Emergency Services Division - Justice and Public Safety

The Emergency Services Division is tasked with the implementation of an emergency management strategy designed to develop and maintain a modern and robust emergency management system in the province, in collaboration with agency partners and stakeholder, in planning against, preparing for, responding to and recovering from emergencies, disasters, and fires.

1. Assist municipalities, as defined in the *Emergency Services Act*, to meet their legislative requirement to develop and emergency plan by May 1, 2012, and furthermore to maintain/update these plans on a regular basis to be approved by the Director of Emergency Services and adopted by the respective Municipality(s).

2. Provide assistance to municipalities in Newfoundland and Labrador when an emergency occurs and their capacity to respond has been exceeded.
3. Liaise with other provincial government departments, agencies and the Government of Canada (through Public Safety Canada) to acquire additional resources if needed to respond and recover from an emergency.

Responsibilities of Water Resources Management Division (WRMD) – Environment and Climate Change

1. Will advise on flood mitigation and response options.
2. Provide information and data for water levels and flows as it pertains to flood alerts or concerns such as ice formation, drought, and excessive rain forecasts.

Responsibilities of Children, Seniors & Social Development

The Department of Children, Seniors, & Social Development (CSSD) is responsible for the delivery of Emergency Social Services (ESS) in Newfoundland and Labrador. The ESS program offers essential services to all those affected by wide scale emergency or disaster in the province of Newfoundland and Labrador.

The six services provided include reception center management, registration and inquiry, emergency food, emergency lodging, emergency clothing and personal services.

In order to meet this mandate, CSSD has entered into Direct Aid Agreements with two non-government organizations (NGO); the Canadian Red Cross and the Salvation Army. These agreements outline what ESS program areas may be delivered by a NGO and provides information regarding thresholds for response and a cost recovery model by the NGO from CCSD.

If a Municipality directly connects with an agency/NGO without contacting CSSD, then any costs incurred may be the responsibility of the requesting Municipality. Municipal officials are recommended to clarify with the agency/NGO if there would be a cost for their services.

Responsibilities of Digital Government and Service NL

1. Liaise with the Municipality and power utilities to assess electrical safety issues.
2. Liaise with the Department of Environment, Climate Change and Municipalities to assess environmental hazards such as spills, chemical and waste disposal and make recommendation and/or orders on remediation and containment.
3. Liaise with the Department of Health and Community Services, the Regional Medical Officer of Health, and the Department of Immigration, Skills and Labour (ISL) to
 - a) carry out or perform water safety and food safety inspections
 - b) assess the suitability to temporary shelter/housing/food/water
 - c) implement disease and rodent control measures
 - d) ensure the protection of public health.
4. To assist in sampling the soil, water, etc., to determine the level or extent of a contamination for the purpose of detection and eventual cleanup.

Responsibilities of Department of Fisheries, Forestry and Agriculture

1. Respond immediately to the report of any forest fire that has the potential to impact the community.
2. Establish communication and advise the Emergency Operations Centre Group on possible dangers to the community.
3. Work with the local fire department in addressing any needs as a result of a forest fire.

4. Utilize the Forest Service resources such as ground crews and/or air support (i.e. water bombers).

Responsibilities of the Department of Transportation and Infrastructure

1. Maintain a fleet of heavy equipment at maintenance depots located throughout the province. This fleet may be re-deployed as required in order to respond to a disaster/emergency.
2. Provide up to date status reports on road closures, damage, etc., to the emergency operations center group.
3. Provide resources to cordon areas and identify alternate transportation routes, mitigate flood damage, assist with evacuation of isolated communities by ferry, air support for search and rescue as requested by the Emergency Services Division and other tasks as related to their division.
4. Responsible for Provincial road infrastructure. Municipalities are responsible for their own road infrastructure.
5. Maintain Provincial Ferry System utilizing both Government and private fleets. All ferry systems in this province are guided by federal and provincial regulations.

Responsibilities of the Department of Municipal and Provincial Affairs

1. To work with and support local governments in response and recovery activities related to the adverse event
2. As per established processes, Transportation and Infrastructure must confirm local government damages sustained as a result of the adverse event which may be eligible under the NL-DFAP. This involves preparing detailed assessment reports. These reports must be either prepared or verified by a departmental engineer;
3. Oversee recovery work as it relates to local government infrastructure damage;

4. Any claims that have been recommended for rejection because development occurred within an area designated or zoned as flood risk are to be reviewed by the Department of Environment and Climate Change, Land Use Planning Section to determine if the development was compliant to the department's Land Use Policy on Flood Risk areas;
5. Other roles may be identified as the adverse event evolves.

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Section 3 – Potential Hazards and Associated Risks

Flood

Potential Consequences: Safety of lives, loss of property, damage of property and transportation problems.

Emergency Response	Action By
1. Activate Emergency Management Plan and contact Emergency Services Division.	Municipal Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Assess Flood Problem	Emergency Council Committee; Municipal Engineers and Contractors; Department of Environment and Climate Change, Dept. of Municipal and Provincial Affairs; Department of Transportation and Infrastructure; Municipality Maintenance or Public Works Department
4. Evacuation Decisions	Police; Fire Dept.; Emergency Operations Centre
5. Rescue of Stranded People	Fire Dept.; Police; Ground Search and Rescue
6. Injuries	Ambulance; Fire Dept.
7. Morgue Services	Police
8. Traffic Control	Police; Dept. of Transportation and Infrastructure; Municipality staff erecting barricades and providing alternate routes.
9. Establish adequate Communications	First Responders
10. Relocation/Evacuation	Emergency Operations Centre Department of Children, Seniors, & Social Development, Police; Fire Dept.
11. Barricades, Signs, Sandbags, Etc.	Public Works; Dept. of Transportation and Infrastructure

12. Eliminate hazards of damage utilities	Utilities (NL Hydro, Bell, Eastlink)
13. Public and Media Information	Media Coordinator; Police; Fire Dept.
14. Damage Assessment	Municipal Engineers and contractors; Department of Transportation and Infrastructure.
16. Transportation (relocation/evacuation of residents)	Emergency Operations Centre

Power Failure

Potential Consequences: Disruption/loss of utilities (heat, internet, etc.)

Emergency Response	Action By
1. Activate Emergency management Plan and contact Emergency Services Division.	Municipal Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Restore Power	NL Hydro
4. Establish a priority for essential requirements	Emergency Planning Committee
5. Control the allocation of auxiliary power	NL Hydro
6. Public Information	NL Hydro; Media coordinator
7. Emergency Social Services	Dept. Children, Seniors, & Social Development
8. Ascertain the status of water and food and arrange distribution	Emergency Planning Committee; Dept. of Children, Seniors, & Social Development; Digital Government and Service NL
9. Establish Warming Center	Municipality

Severe Weather (blizzards, hurricane, hail, lightning, rain...)
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Potential Consequences: casualties, safety of lives, loss of property, damage to property, disruption of communication and utilities, and transportation disruptions.

Emergency Response	Action By
1. Activate Emergency Management Plan and contact Emergency Services Division.	Municipal Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Evacuation Decisions	Emergency Operations Centre; Police; Fire Department
4. Relocation/Evacuation	Emergency Operations Centre; Dept. of Children, Seniors, & Social Development, Police
5. Injuries and Rescue	Fire Dept.; Police; Ground Search and Rescue; Ambulance
6. Morgue Services	Police
7. Establish Adequate Communication	First Responders
8. Public & Media Information	Media Coordinator; Police; Fire Dept.
9. Damage Assessment	Municipal engineers and contractors Municipal Infrastructure –Dept. Transportation and Infrastructure
10. Traffic control	Municipality staff erecting barricades and providing alternate routes; Police; Dept. of Transportation and Infrastructure
11. Transportation (relocation/evacuation of residents)	Emergency Operations Centre

Wildland Fires

Potential Consequences: Safety of lives and property.

Emergency Response	Action By
1. Activate Emergency management Plan and contact Emergency Services Division.	Municipal Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Forest Fire Tactical Operations	Dept. of Fisheries, Forestry and Agriculture
4. Structure Fire Operations	Fire Dept.
5. Evacuation Decisions	Emergency Operations Centre; Dept. of Fisheries, Forestry and Agriculture; Fire Dept. – related structural fire
6. Relocation/Evacuation	Emergency Operations Centre; Dept. of Children, Seniors, & Social Development, Police
7. Injuries and Rescue	Ambulance; Fire Dept.; Police; Ground Search and Rescue
8. Morgue Services	Police
9. Establish adequate Communications	First Responders
10. Public & Media Information	Media Coordinator; Police; Provincial Forest Fire Duty Officer; Regional Health Authority (air quality issues)
11. Damage Assessment	Emergency Operations Centre; Dept. of Fisheries, Forestry and Agriculture; Dept. of Transportation and Infrastructure
12. Traffic control	Municipality staff erecting barricades and providing alternate routes; Police; Dept. of Transportation and Infrastructure
13. Transportation (relocation/evacuation of residents)	Emergency Operations Centre
14. Air Quality	Dept. of Environment, Climate Change and Municipalities; Private companies that provide Air Quality testing

Water Supply Issues

Potential Consequences: Loss of water supply

Emergency Response	Action By
1. Activate Emergency management Plan and contact Emergency Services Division.	Municipal Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Establish Jurisdiction	Emergency Planning Committee; Digital Government and Service NL; Dept. of Environment and Climate Change; Municipal and Provincial Affairs
4. Protect property and relocate resources where necessary	Municipality Public Works/Maintenance; Dept. of Transportation and Infrastructure
5. Lack of drinking water	Municipality – determine cause; Municipality – obtain alternate source of water during outage; Municipality – When all other resources are exhausted contact Emergency Services Division – Justice and Public Safety.
6. Lack of water for fire services	Fire Services Division – Dept. of Justice and Public Safety
7. Public Information	Media Coordinator; Municipality

Dangerous Goods - Transport

Potential Consequences: Casualties, contamination of water supply, disruption of traffic, explosions and fire, hazards to humans, loss of electric power, interruption of communications, evacuation.

Emergency Response	Action By
1. Activate Emergency management Plan and contact Emergency Services Division.	Municipal Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Establish adequate communications	First Responders
4. On site response	Fire Dept., Regional HazMat Team, Shipping Company, Police, Ambulance
5. Assessment of the site	Fire Dept., Regional HazMat Team, Fire Services Division - Dept. of Justice and Public Safety
6. Evacuate Area	Fire Dept, Police
7. Dangerous goods containment	Fire Dept., Regional HazMat Team, Transport Company
8. Site Cleanup	Transport Company/Third party agency
9. Notify medical facility of casualties including number and type	Ambulance, Police, Fire
10. Morgue Services	Police
11. Traffic Control	Municipality staff erecting barricades and providing alternate routes; Police; Dept. of Transportation and Infrastructure
12. Public Information	Media Coordinator; Police; Regional Health Authority (air quality issues)
13. Air Quality	Dept. of Environment and Climate Change; Private companies that provide Air Quality testing

Hazardous Materials Incidents - Stationary

Potential Consequences: Casualties, contamination of water supply, disruption of traffic, explosions and fire, hazards to humans, loss of electric power, interruption of communications, evacuation.

Emergency Response	Action By
1. Activate Emergency management Plan and contact Emergency Services Division.	Municipal Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Establish adequate communications	First Responders
4. On site response	Fire Dept.; Regional HazMat Team; Police; Ambulance
5. Assessment of the site	Fire Dept.; Regional HazMat Team; Fire Services Division - Dept. of Justice and Public Safety
6. Evacuate Area	Fire Dept.; Regional HazMat Team; Police
7. Hazardous Materials containment	Fire Dept.; Regional HazMat Team; Industrial ERT Team; Supplying Company
8. Site Cleanup	Property Owner/Occupant/Third party agency
9. Notify medical facility of casualties including number and type	Ambulance; Police; Fire
10. Morgue Services	Police
11. Traffic Control	Municipality staff erecting barricades & providing alternate routes; Police; Dept. of Transportation and Infrastructure
12. Public Information	Media Coordinator; Police; Regional Health Authority (air quality issues)
13. Air Quality	Dept. of Environment and Climate Change; Private companies that provide Air Quality testing

Motor Vehicle Collision

Potential Consequences: Casualties, fire/explosion, disruption of traffic

Note: May include multi-vehicle collisions, multi-casualty incidents, long-term traffic disruptions, loss of main traffic artery, etc. These motor vehicle collisions would be outside the scope of routine, which are handled by the first responding agencies and do not require activation of an MEMP.

Emergency Response	Action By
1. Activate Emergency management Plan and contact Emergency Services Division.	Municipal Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Establish on site communications	First Responders
4. Notify hospital of casualties including number and type	Ambulance; Police; Fire Dept.
5. Request wreckers, fire truck, and heavy equipment as required	Police; Fire Dept.
6. Define a working area and establish a control perimeter	Police; Fire Dept.
7. Morgue Services	Police
8. Public Information	Police; Media Coordinator; Fire Dept.
9. Traffic Control	Municipality staff erecting barricades and providing alternate routes; Police; Dept. of Transportation and Infrastructure

Marine Incident

Potential Consequences: Influx of people, casualties, fire/explosion, property damage if in harbor, hazardous cargo, oil spill.

Emergency Response	Action By
1. Activate Emergency Management Plan and contact Emergency Services Division.	Municipal Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Establish adequate communications	First Responders
4. Organize and direct search and rescue	Canadian Coast Guard
5. Determine Cargo	Harbor Authority; Canadian Coast Guard; Shipping Agent
6. Organize a shore-based reception center to include: emergency social services, medical staff	Municipality; Dept. of Children, Seniors, & Social Development; Regional Health Authority
7. Morgue Services	Police
8. Notify Hospitals of casualties including number and type	Ambulance; Police; Canadian Coast Guard; Shipping Agent
9. Define a working area and establish a control perimeter	Harbor Authority; Police; Fire Dept.; Canadian Coast Guard
10. Establish traffic control	Municipality; Police; Dept. of Transportation and Infrastructure; Harbor Authority staff erecting barricades and providing alternate routes.
11. Public Information	Canadian Coast Guard; Police

Pandemic

Potential Consequences: Public Health and Safety

Emergency Response	Action By
1. Activate Emergency Management Plan and contact Emergency Services Division.	Municipal Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Assess Public Health situation	Emergency Council Committee; Department of Health and Community Services; Regional Health Facility
4. Individual Health Assessment Process	Available online tools and/or contact 811
5. Closure of Businesses	Follow direction given by the Government of Newfoundland and Labrador and the Department of Health and Community Services
6. Persons requiring immediate medical attention	Contact 911
7. COVID-19 related Communications	Department of Health and Community Services; Mayor and Council
8. Public and Media Information	Media Coordinator, Emergency Operations Centre
9. Public Safety (Law and Order)	Police
10. Municipal Services	Mayor /Council will prioritize the services delivered by municipal staff based on the following criteria: (1) Essential: "Must Be Maintained on a 24/7 basis." <i>Example:</i> Water Treatment, Fire Department, Snow Clearing, etc. (2) Services that can be deferred for an unspecified period: Services and deferment time frame to be determined by the Mayor and Council, in consultation with Municipal staff.
11. Emergency Social Services	Dept. of Children, Seniors, & Social Development

Communications Failure (Landline only with available mobile network)

Potential Consequences: Loss of Emergency Response Phone Lines

Emergency Response	Action By
1. Activate Emergency Management Plan and contact Emergency Services Division.	Municipal Council
2. Identify Alternate Emergency Contact Number(s)	Municipal Council; Fire Dept.
3. Provide NL911 will Alternate Contact Number(s)	Emergency Operations Center; Municipal Council
4. Public and Media Information	Media Coordinator; Municipal Council
5. Restore Communications	Bell Aliant or Other Communications Company

For Total Communication Loss including both Landlines and Mobile Networks see Appendix A-11

Influx of People

MAJOR CONCERNS: Safety of lives, resources available, shelter/accommodations available, panic.

EMERGENCY RESPONSE	ACTION BY
1. Activate Emergency Management Plan	Emergency Council Committee Town Council
2. Activate Emergency Operations Centre	Emergency Management Coordinator Emergency Planning Committee
3. Activate Reception Centre	Emergency Operations Center Department of Children, Seniors and Social Development
4. Activate Emergency Shelters	Emergency Operations Center Department of Children, Seniors, & Social Development
5. Public & the Media Information	Public Relations Manager

Plane Crash (Outside of Airport)

MAJOR CONCERNS: Safety of lives, loss of/damage to property, disruption of traffic and communication, fire and/or explosion, disruption of utilities.

EMERGENCY RESPONSE	ACTION BY
1. Activate Emergency Management Plan	Emergency Council Committee/Town Council
2. Activate Emergency Operations Centre	Emergency Management Coordinator Emergency Planning Committee
3. Injuries and Rescue	Labrador Grenfell Health Ambulance Fire Department Ground Search and Rescue RCMP
4. Establish Routes for Emergency Vehicles	RCMP / Community Constable
5. Traffic Control/Crowd Control	RCMP / Community Constable
6. Define and Control Perimeter	RCMP Transport Canada
7. Notify Hospital of Casualties (including number and type)	Labrador Grenfell Health
8. Public & Media Information	Public Relations Manager RCMP
9. Eliminate Further Hazards	RCMP, Fire Dept.
10. Critical Stress Management	Labrador Grenfell Health

Appendices

A-1: Infrastructure Information

Road Responsibility:

Provincial Roads/Infrastructure:

- Hamilton River Road
- Route 520 – North West River Road
- Route 510 – South Coast Highway
- Route 500 – Churchill Falls Highway

Municipal Roads/Infrastructure:

- All roads other than above

Municipal Water Supply:

Type of Source(s)

- Aquifer, Water Treatment Plant; Sandhill.
- Natural Spring, Spring Gulch; D-19 and D-42.

Where is/are the Municipal water source(s) located:

- Route 500, Water Treatment Plant.
- Spring Gulch, 5 Wing Goose Bay.

Municipal water source:

- 98% of residents

Personal property wells:

- 2% of residents

Personal property septic systems:

- 2% of residents, all others using municipal sewer system

A-2: Emergency Social Services

Reception Center Facilities

The Canadian Red Cross defines a Reception Centre as the following:
 “A safe and secure location where persons affected by a disaster are directed to in order to receive information and/or services, as provided by the CRC. It is also a place where they can be referred to other organizations that may also help. If overnight stays are provided, the location formally becomes a Shelter.”

Location of Reception Center: EJ Broomfield Memorial Arena,
 2 Churchill Street.

Alternate Reception Center: Central Labrador YMCA,
 2 Corporal O'Quinn Blvd.

Shelter Facilities

The Canadian Red Cross defines a Shelter as the following:
 “A safe and secure location that provides overnight stays or short-term housing until disaster evacuees can return to their homes or locate alternate arrangements. Shelters may open in anticipation of a disaster, during an evacuation, or after a disaster occurs. Services available in reception centers are also available in shelters”

Location of Shelter: Central Labrador YMCA,
 2 Corporal O'Quinn Blvd.

Alternate Shelter Location: EJ Broomfield Memorial Arena,
 2 Churchill Street.

Note: The **Canadian Red Cross** and the **Salvation Army** have agreements in place with the Department of Children, Seniors & Social Development to provide Emergency Social Services during a large-scale disaster. Although this agreement is in place, both organizations can be contacted directly for individual house fires and floods.

A-3: Municipal Warming Center

Warming Center

A warming center **is the responsibility of the Municipality**. A warming center is a short-term emergency location that operates on a drop in bases until power is restored. It provides heat and possibly warm beverages and food to residents who has been without power for extended periods.

Location of Warming Center:

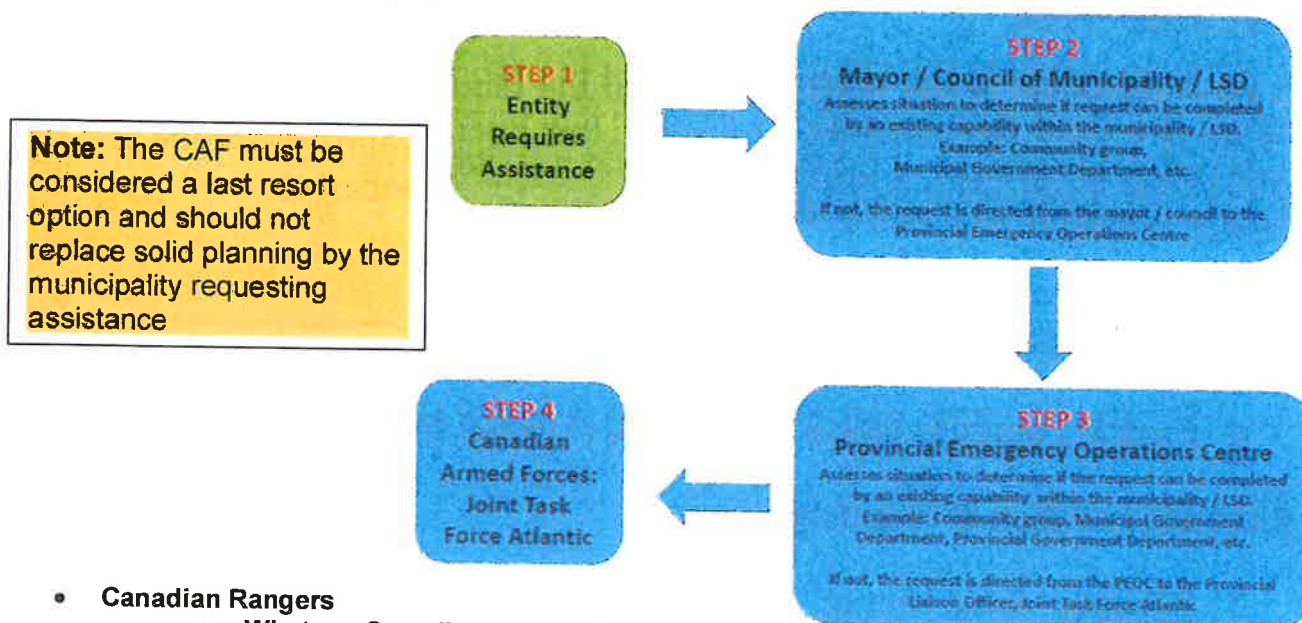
- Central Labrador YMCA, 2 Corporal O'Quinn Blvd.

Alternate Location of Warming Centers:

- Salvation Army Church, 39 Churchill Street
- Masonic Lodge, 377 Hamilton River Road.
- Pentecostal Church, 250 Hamilton River Road.
- United Church, 114 Hamilton River Road.
- EJ Broomfield Memorial Arena, 2 Churchill Street.

A-4: Activation of Federal Assets

- **Canadian Armed Forces (CAF); Joint Task Force Atlantic**
 - CAF request flowchart:



- **Canadian Rangers**
 - **What are Canadian Rangers?**
 - Canadian Rangers are adult members of the Canadian Armed Forces (CAF) who live in different remote, isolated, and coastal communities across Canada. They are part-time members whose mission is to provide lightly-equipped and self-sufficient mobile forces in support of CAF sovereignty and other domestic operations.
 - **What tasks and operations do Canadian Rangers participate in?**
 - Canadian Rangers conduct and provide support to sovereignty operations such as reporting suspicious and unusual activities as well as collecting local information of military significance.
 - Canadian Rangers conduct and provide assistance to CAF domestic operations such as providing local knowledge and expertise (i.e. advice and guides) or participating in search and rescue operations.
 - Canadian Rangers maintain a CAF presence in the local community through instruction, mentoring, and supervision of youth in the Junior Canadian Rangers Program.
 - **How are the Rangers activated?**
 - Rangers are activated in the same way that any CAF support is activated in the province. When a situation arises that is beyond municipal or local service district (LSD) resources and capacity to address, the municipality or LSD can reach out to the province, through the Emergency Services Division, for additional assistance and resources. Should the province subsequently determine that the situation exceeds the provincial capacity to address, a request can be made by provincial authorities for federal assistance which may include CAF assistance which can be provided through Canadian Rangers if appropriate.
- **Other Federal Government Assets** (Coast Guard, Parks Canada, Environment Canada, etc.)
 - Any federal Asset must be requested by Emergency Services Division – Justice and Public Safety through Public Safety Canada.
- **Ground Search and Rescue (GSAR)**

- GSAR has an agreement in place with the RCMP/RNC. Although this agreement is in place they can be contacted directly; however, it is recommended that they are activated through the Police Authority having jurisdiction.

A-5: Municipal Evacuation Plan

In the event of a partial or complete town evacuation, the town is divided into 5 sections: Lower Valley, Upper Valley, MOT, Spruce Park and North Side. The Emergency Operations Center will also coordinate with 5 Wing Goose Bay to assist with their evacuation when needed, as the same evacuation routes will be used by both 5 Wing Goose Bay and the Town.

The EOC will deploy resources to all intersections meeting Hamilton River Road to direct traffic in the most efficient way possible using the zipper merge.

Resources that could be used for traffic control (but not limited to):

- Community Constable
- RCMP
- GSAR
- Fire Department
- Municipal Staff

A-6: After Action Review (AAR) (also known as a debrief, hot wash, etc.)

Following any disaster (water shortage, forest fire, massive storm or any other hazard) the Municipality along with any responding agencies should conduct an after action review. The after action review will collect relevant information to make changes for future events. The After Action Review helps to improve coordination and communication with all emergency partners; and to highlight the successes and challenges while managing an emergency.

An After Action Review should have an objective facilitator, a scribe to record the meeting, and an agenda.

Below is an example of some questions that could be asked during the review and should be altered to relate to the emergency.

- What were the challenges?
- What were the successes?
- Did any mitigation take place and was it effective?
- What communications were utilized and was it effective? (between responders)
- What public communications were distributed, how were they distributed, and were they effective?
- Was there a plan in place for this type of event? Did it work?
- Did everyone have the training required?
- How could we have more prepared and ready?
- Were the objectives for the event met?
- How can we improve?
- Did the notification process work?
- How was the organizational structure? Do we need to improve?
- Did the facility work for a shelter? Warming center? Emergency Operations Center?
- Did we have enough staff?
- Did the approval process work for purchasing and ordering items?

A-7: Declaration and Termination of a State of Emergency Forms

Important Note: When Municipalities Declares or Terminates a State of Emergency they are required to fill out a Declaration or Termination of a State of Emergency form and email or fax it to Emergency Services Division.

Email: FES-NL@gov.nl.ca

Fax: (709) 729-2524

After emailing or faxing the form the Municipality should make contact with the Emergency Services Division to ensure the document was received either by contacting your local Regional Emergency Management and Planning Officer or by contacting the Fire and Emergency Services 24hr emergency line at (709)729-3703.

Declaration of a State of Emergency
Email to FES-NL@gov.nl.ca or Fax to (709) 729-2524

Municipality of _____

Pursuant to section 204 of the *Municipalities Act*, 1999 of the Province Newfoundland and Labrador, and being satisfied that an emergency exists;

Nature of the Emergency:

which endangers or could endanger the health, safety, or welfare of persons or threatens or could threaten damage to property within the Municipality;

AND WHEREAS the emergency exists in the area bounded by the following: (describe boundaries of the emergency)

THEREFORE BE IT RESOLVED THAT pursuant to section 204 of the *Municipalities Act*, 1999, RSNL 1990, Chapter E-8, of the Statutes of Newfoundland and Labrador, the Council of the Municipality noted above hereby declares that a state of emergency exists as of and from _____ o'clock in the morning () or in the afternoon () on the _____ day of _____, 20____, to the _____ day of _____, 20____, at _____ o'clock in the morning () or in the afternoon (), unless this Declaration is renewed or terminated in writing by the Council.

IN WITNESS WHERE OF the council of the _____ has by resolution number _____ carried and declared this state of emergency.

Moved by Councillor _____

Second by Councillor _____

Dated this _____ day of _____, 20_____.

Name – please print

Position

Termination of a State of Emergency
Email to FES-NL@gov.nl.ca or Fax to (709) 729-2524

Municipality of _____

The above noted Municipality declared a State of Emergency on _____, 20____, pursuant to section 204 of the *Municipalities Act*, 1999, a Statute of the province of Newfoundland and Labrador.

That Emergency is over and the above noted Municipality now wishes to declare the Emergency has ended.

The Council of _____ hereby declares that the Emergency is terminated in the _____ of _____ (give the location of the Emergency).

IN WITNESS WHEREOF the Council of _____ has by resolution number _____ carried and declared this state of emergency is over.

Moved by Councilor _____

Second by Councilor _____

Dated this ____ day of _____, 20____.

Name - please print

Position

A-8: Municipal Map

SEE ATTACHED

- **Municipal Boundary**
- **Streets**
- **Lower Valley**
- **Upper Valley**
- **MOT**
- **Spruce Park**
- **North Side**
- **5 Wing Base**

A-9: Municipal Emergency Management Plan Exercise Log

Note: An MEMP must be exercised annually to ensure its accuracy and functionality.

Date (yyyy/mm/dd)	Type (Discussion, Table Top, Full Scale)	Participants (Name/Organization)	Description

A-10: Municipal Communication Plan

Traditional Communication Resources:

- CBC Radio One (CBC Labrador Morning airs live 6:00 AM to 8:30 AM on 89.5 on the FM dial and live stream over the internet simultaneously. Beyond those timeframes, no local radio programming. CBC NL has some options for updates throughout the day.
- VOXM / BigLand FM has no local presence. All programming from the Island portion of the province.

Social Media Resources:

The Town has a Social Media presence via its own Facebook Page and Twitter Account to provide regular updates pending Internet bandwidth availability. Livestream is also an available option.

The Manager of Public Relations is responsible for monitoring and updating all Town communication channels such as Facebook, Twitter, Town Website, Town Email Database, Town App.

Both Chief Administration Officer (formerly referred to as Town Manager) and Executive Assistant have access to all Town Communication Channels, including login info and passwords.

Municipal Emergency Alerting/Notification Systems:

The Town has an emergency alerts system to use as an effective communication tool to its resident.

This system is the quickest and most reliable way to receive information in the event of an emergency! The communities of Upper Lake Melville have implemented a Mass Emergency Notification System to reach their respective communities in an emergency. The Town of Happy Valley-Goose Bay, Mud Lake, North West River, and Sheshatshiu will be using this system, funded by Nalcor, to keep residents safe in all types of emergency events.

This is an opt-in system, which requires residents to complete a one-time registration. The emergency notification system, powered by Everbridge, will allow us to send subscribed users messages about situations as they happen across multiple devices, including your home phone, mobile device, email, and more. For the Town of Happy Valley-Goose Bay, Fire Chief Brad Butler is

responsible for implementing the service if and when required (PR Manager is backup).

Other Available Options:

Door to Door is also another option. Posting print notices at various businesses throughout the community. If translation services are required, the Town has partnerships with the Nunatsiavut Government, Innu Nation, Association for New Canadians, 5 Wing Goose Bay, École Boréale (French Immersion School).

A-11: Total Communication Loss Plan**Public Emergency Reporting Procedure(s)**

Neighbourhood kiosks and patrols will be paramount in the event of a fire, police requests, and ambulance. Admittedly this scenario poses significant challenges.

Resident Communications Plan

Utilize local CBC radio station (if available). Utilize local TV Channel via Eastlink if available. Door to Door delivery of instructions & information.

Information Kiosks can be set up in various neighbourhoods.

Internal Communications Plan

Municipal Staff and partnering agencies rely on portable radios and satellite telephone technology (Voice / Email).

External Communications Plan (Outside Municipality Comms)

Satellite technology will be critical for Voice/Internet communication strategies.

